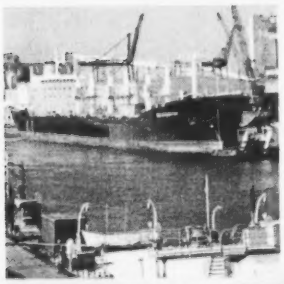
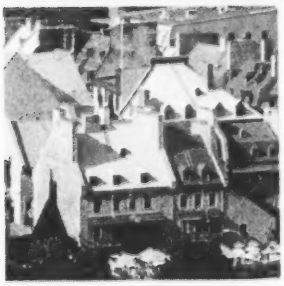
Economic Development Canada

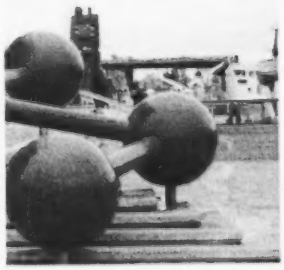
Implementation of Section 41 of the

OFFICIAL LANGUAGES ACT (Part VII)



2007-2008 Annual REPORT on Results





Canada Economic Development for Quebec Regions
Développement économique Canada pour les régions du Québec

Canada

Implementation of Section 41 of the

OFFICIAL LANGUAGES ACT

(Part VII)

2007-2008 Annual Report on Results

August 2008

Report published by

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for the Regions of Quebec
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Implementation of Section 41 of the *Official Languages Act* (Part VII)

2007-2008 Annual Report on Results

General information

Economic Development Agency of Canada
for the Regions of Quebec
Dominion Square Building
1255 Peel Street, Suite 900
Montréal, Quebec H3B 2T9

MANDATE

Promote the long-term economic development of the regions of Quebec by giving special attention to those where slow economic growth is prevalent or where opportunities for productive employment are inadequate.

Promote cooperation and complementarity with Quebec and communities in Quebec.

Responsible for the implementation of Part VII of the Act:

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Deputy Minister/President
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Summary of main successes

Under its Act, the mission of the Economic Development Agency of Canada for the Regions of Quebec is to promote the long-term economic development of Quebec regions by giving special attention to those where slow economic growth is prevalent or where opportunities for productive employment are inadequate. The Act also requires the Agency to promote cooperation and complementarity with Quebec and communities in Quebec.

More specifically, the Agency focuses on the attainment of three strategic outcomes, to ensure that, in the long term, Quebec's regions and communities will have increased their development capabilities, dynamism and prosperity in a significant, lasting manner for the benefit of their residents. These three strategic outcomes are:

- **Vitality of communities:** dynamic and revitalized Quebec communities enjoy a better socioeconomic outlook by maintaining and developing their economic activity base.
- **Competitiveness of SMEs and regions:** competitive Quebec SMEs and regions owing to the presence of conditions conducive to sustainable growth.
- **Policy, representation and cooperation:** agency policies, programs and initiatives reflect national priorities and the realities of Quebec's regions.

It is primarily through the first strategic outcome, *Vitality of communities*, that the Agency contributes to the achievement of the objectives of the *Official Languages Act* (OLA), and specifically to the commitment to enhance the vitality of official language minority communities (OLMCs) and the linguistic duality of Canada, as set forth in section 41 of Part VII of the Act. Its objective is to foster the integration of OLMCs into existing structures for the economic development of the regions of Quebec so that OLMCs participate in their communities' development and economic diversification efforts. However, the Agency's financial context for the present and for future years limits its capacity for proactive action in regard to OLMCs. Insufficient financial resources and termination of funding for official languages (OL) through the government's action plan have an impact on the scale of the achievements and its ability to implement positive measures.

Agency intervention is aligned with the Government of *Canada's Horizontal Results-based Management and Accountability Framework* for official languages. More specifically, it targets the following horizontal results:

- strengthening community economic development and language industries
- strengthening the vitality of communities
- strengthening linguistic duality within the institutions of society
- improving access to learning in support of linguistic duality
- ensuring compliance with the *Official Languages Act* and the *Constitution*.

Main results by activity category

Raising awareness

During the year, the Agency continued to raise employees' and managers' awareness of their responsibilities with respect to the implementation of section 41 of the OLA and as well as OLMCs, through a variety of activities, in particular by completing the training tour on Part VII of the OLA, informing senior management about the socioeconomic situation of Quebec Anglophones by means of the findings of the study conducted in 2007 and publishing articles on the topic in three issues of the internal newsletter. In addition, under the chairmanship of the Agency's Deputy Minister, the Quebec Federal Council (QFC), comprising senior executives from federal institutions in Quebec, continued to pay attention to the issue of official languages and invited the Commissioner of Official Languages to discuss the obligations, issues, challenges and opportunities surrounding this issue. Awareness activities led to renewal of the Agency's 2008-2010 action plan and contributed significantly to development of the new 2008-2013 official-languages strategy.

Consultation

The Agency maintained its efforts in terms of consultations and discussions with OLMC representatives, including the National Human Resources Development Committee for the English Linguistic Minority (NHRDC), the Quebec Community Groups Network (QCGN) and the Community Table. During 2007-2008, the Agency, among other things, took part in NHRDC meetings and in the organization of the annual sectoral consultation of OLMCs, in conjunction with Industry Canada (IC). The Agency also held regular meetings with the Community Economic Development and Employability Committees (CEDECs) to guide them in putting together files from OLMCs. The consultation activities enabled the Agency to establish, on the one hand, lasting links with OLMCs and, on the other hand, to find out about their needs and include them in its new 2008-2010 action plan.

Communications

In addition to preparing the publication of the Annual Status Report and its distribution to OLMC representatives, external communications activities focussed on the dissemination of the Agency's new programs so as to inform OLMCs, to increase their knowledge of the programs, to facilitate access to them and invite these communities to develop projects. Furthermore, the Agency also drafted two articles in the *Bulletin 41-42* newsletter on its programs and its relations with OLMCs. These activities facilitated the latter's access to timely, up-to-date information on Agency programs and services. Thus, OLMCs have a better understanding of the Agency's areas of intervention.

Coordination and liaison

The Agency continued to invest in the implementation of mechanisms for coordination and liaison with its different federal and non-federal partners, in particular Canadian Heritage (PCH), to enhance the development and vitality of OLMCs and linguistic duality. The Agency took part in the various meetings of the board of directors of the Network of Official Languages Champions and its sub-committees, and shared best practices and its accountability framework with the participants. The Agency was also

associated with the evaluation of the government action plan and took part in meetings with the regional development agencies, IC and FedNor, in order to contribute to the new 2008-2013 official-languages strategy.

Internally, the Agency maintained its network of regional and local coordinators responsible for interaction with OLMCs, through ongoing discussions, sharing of best practices and drafting a list of promising projects by region and conducting an analysis of data of those projects in order to develop the Agency's new action plan. Furthermore, through the QFC, the creation of the Interdepartmental Official Languages Network was re-launched in order to play an influential role and act as a disseminator of information and permit the exchange of best practices among all federal departments and agencies in Quebec. Coordination and liaison activities enabled the Agency to consolidate its cooperation with its partners and influence the strategic foundation of the new 2008-2013 official-languages strategy.

Funding and program delivery

In order to help increase opportunities for participation and economic contribution by OLMCs in the different regions of Quebec, the Agency aims to encourage the emergence of development projects involving Anglophone promoters by guiding them and supporting their implementation. In the context of limited financial resources, the Agency, as at March 31, 2008, had 64 current projects[1] involving Anglophone promoters, accounting for a total of some $20 million in financial assistance and investment value of more than $65 million. In 2007-2008, the Agency approved 23 new projects, representing a financial contribution of $3.4 million. Also, among the organizations receiving Agency assistance, 123 of them undertook to offer their products and services in both official languages. As a result, OLMCs have adequate access to the Agency's programs and services and are among its regular promoters.

Accountability

With respect to accountability, in addition to drafting the Annual Status Report, the Agency took an active part in evaluating the government's 2002-2007 Action Plan for Official Languages and developed its new action plan for 2008-2010.

Conclusion

The Agency continues to support OLMCs in the six intervention categories. It intends to enhance its activities by implementing its 2008-2010 action plan over the next year and taking advantage of the new 2008-2013 official-languages strategy.

1 **Current projects:** contribution agreements concluded between April 1, 2007 and March 31, 2008, as well as projects dating prior to April 1, 2007 for which the Agency made a payment during the fiscal year.

Detailed status report

1 Raising awareness - in-house activities

Training, information, orientation, awareness-raising, communication and other activities carried out at the Agency in order to educate employees and/or senior managers of the federal institution about linguistic duality and the priorities of OLMCs; senior manager performance contracts and recognition programs; taking the viewpoint of OLMCs into account during in-house research, studies and investigations.

Expected result

Creation of lasting changes in the Agency's organizational culture. All employees and managers are aware of and understand their responsibilities regarding section 41 of the *Official Languages Act* and OLMCs.

Indicators to measure the result achieved

- Most employees in business offices and at head office are trained.
- All business office directors are made aware.
- Employee understanding of the Agency's involvement and obligations with regard to section 41 (Part VII) of the OLA, positive measures (*Bill S-3*) and accountability is improved.

Activities carried out to achieve the expected result	Outputs
1.1 Training and information sessions	
continuation of the training-awareness tour on Part VII of the OLA offered to all head office and business office employees	training content and schedule - 63 participants - five sessions
sharing of information received from the in-house OLA committee with advisors in most business offices	shared information
awareness sessions on the proactive offering given by the regional coordinator to the employees of a business office.	content - several participants - two sessions

Activities carried out to achieve the expected result	Outputs
1.2 Information sessions for senior managers	
▪ presentation at an Operations sector meeting on section 41 and accountability (senior management)	▪ presentation - two participants - one session
▪ participation by managers in the OLA awareness tour	▪ training schedule - Content - 18 managers
▪ awareness meeting on official languages (obligations, issues, challenges and opportunities) organized for senior executives of federal organizations in Quebec, in presence of the Commissioner of Official Languages	▪ meeting – content - minutes
▪ briefing sessions for senior management concerning new developments with respect to section 41 of the OLA.	▪ briefing notes - presentation
1.3 Senior managers' performance	
▪ inclusion of the OL dimension in managers' performance agreements.	▪ 100% of performance agreements
1.4 Official Languages Champion	
▪ N/A	
1.5 Recognition program	
▪ N/A	
1.6 In-house information tools	
▪ distribution of the *2006-2007 Status Report* to all Agency responsibility centres and to Community Futures Development Corporations (CFDCs), CEDECs, other government departments and several partners and collaborators	▪ distribution list - *2006-2007 Status Report*
▪ frequent discussions with section 41 resource persons from business offices and cooperation with representatives of various directorates	▪ conversations - information exchanges

Continued on page 9

Activities carried out to achieve the expected result	Outputs
1.6 In-house information tools (continued)	
▪ articles in the in-house newsletter *Kaleidoscope* on: OLMC success stories; profile of projects with respect to official languages; report on official languages including an interview with Graham Fraser (Commissioner of Official Languages); presentation of the Agency's results with respect to official languages and presentation of highlights of bilingualism in Canada (spring and summer 2007 and spring 2008)	▪ three articles
▪ distribution on the Intranet of the President's message to employees (ZOOM) concerning the Agency's Official Languages *Performance Report* published in the annual report of the Commissioner of Official Languages (May 2007)	▪ ZOOM message
▪ briefing note for the Minister to prepare his meeting with the Community Table	▪ one briefing note
▪ transmittal to business offices, on a regular basis, of activity reports or requests from OLMCs, in particular the QCGN and CEDECs	▪ CEDEC report
▪ in-house distribution of the *Table Talk* publication produced by the Community Table.	▪ publication
1.7 *Bulletin 41-42*	
▪ in-house distribution of PCH's *Bulletin 41-42*.	▪ *Bulletin 41-42*
1.8 Research and study	
▪ publication by the *Observatoire jeunes et société* (Observatory of Youth and Society) of the Agency-funded study on the socioeconomic profile of the Anglophone community in Quebec.	▪ publication

2 Consultation - sharing of ideas and information with OLMCs

Activities (e.g. committees, discussions, meetings) through which the federal institution consults the OLMCs and dialogues with them to identify their needs and priorities or to understand potential impacts on their development; activities (e.g. round tables, working groups) to explore possibilities for cooperation within the existing mandate of the federal institution or as part of developing a new program or new policy; participation in consultations with OLMCs coordinated by other government bodies; consultation of OLMCs by business offices to determine their concerns and needs.

Expected result

Creation of lasting relationships between the Agency and OLMCs and understanding of respective needs and mandate.

Indicators to measure the result achieved

- Links and working relationships between the Agency, different collaborators and OLMC members are maintained.
- OLMC needs are reflected in the Agency's new 2008-2010 action plan.

Activities carried out to achieve the expected result	Outputs
2.1 Consultation mechanisms	
participation in organizing and holding the sector consultation with Anglophone communities, jointly with IC (May 2007)	annual sectoral consultation - 38 participants
regular participation in meetings of the NHRDC	four meetings - 30 participants per meeting
contribution to the review of renewal of the NHRDC strategic action plan	memorandum of understanding - meeting
several meetings with OLMC representatives, in particular the QCGN and the Community Table, for exchanges of information and discussion concerning collaborative opportunities in the implementation of projects in regard to OLMCs.	meetings with various participants – presentation - minutes

Activities carried out to achieve the expected result	Outputs
2.2 Business offices	
▪ regular meetings of regional coordinators with CEDEC representatives to discuss issues, find out about their concerns and needs and help them improve, better guide and advance projects from OLMCs	▪ meetings - sharing of ideas and information - development of projects
▪ participation in the Temporary Committee of the Official Languages Inter-Community Twinning Project of Québec and Calgary, with the regional CEDEC, the Office of the Commissioner of Official Languages and other federal institutions	▪ networking – discussions - presentation
▪ formal meetings with OLMC representatives from the Basse-Côte-Nord	▪ six meetings
▪ awareness-raising for personnel of Val-Saint-François Business Development Centre (BDC) and du Granit CFDC	▪ meetings
▪ visits of the offices of the Haut-Saint-François and Coaticook CFDCs and recommendations to management	▪ visits
▪ regular contact with representatives of Youth Employment Services (YES), whose mission is to support entrepreneurship in the Anglophone community in Greater Montreal	▪ meetings
▪ participation in the annual meeting of the board of directors of *Gaspé Birthplace of Canada.*	▪ one meeting
2.3 Agency policies, programs and services	
▪ N/A	
2.4 New service delivery methods	
▪ N/A	
2.5 Agency action plan	
▪ the Agency's 2008-2010 action plan reflects OLMCs' needs following the different consultations and meetings held with them.	▪ 2008-2010 action plan

Activities carried out to achieve the expected result	Outputs
2.6 Informal consultations and feedback from OLMCs	
▪ participation in the NHRDC with a view to maintaining links and improving Agency knowledge of their needs and the challenges they face	▪ three networking and information exchange meetings
▪ meetings of the Agency coordinator with representatives of the business offices concerned, members of the Community Table and the QCGN to discuss opportunities for collaboration and implementation of projects with financial participation from the Agency.	▪ five meetings - information exchange and discussion

3 Communications - transmission of information to OLMCs

External communications activities to inform OLMCs about the activities, programs and policies of the federal institution and to promote the bilingual character of Canada; inclusion of OLMCs in all information and distribution lists; use of the institution's Internet site to communicate with OLMCs.

Expected result

OLMC culture reflects an extensive understanding of the Agency's mandate. These communities receive relevant and up-to-date information about the federal institution's programs and services.

Indicators to measure the result achieved

- All Agency products and services are available in both official languages.
- Access to and quality of online information published or transmitted to OLMCs are increased and improved.
- No complaints were received from OLMCs.

Activities carried out to achieve the expected result	Outputs
3.1 General information for OLMCs	
distribution of the *2006-2007 Status Report* to the QCGN and the Community Table	*2006-2007 Status Report* distributed
communication of the Agency's mandate and presentation of its new programs (introduced in April 2007) as well as the services available to OLMCs at meetings with OLMC representatives and at the spring 2007 sectoral consultations.	presentation - leaflets
3.2 Media purchases	
N/A	
3.3 Communication tools	
participation in the YES annual conference organized for young English-speaking entrepreneurs	information booth - brochures
design of the Agency's *2006-2007 Status Report* in publication form.	publication

Activities carried out to achieve the expected result	Outputs
3.4 Distribution or mailing lists	
▪ mailing list kept up to date.	▪ mailing list up to date
3.5 *Bulletin 41-42*	
▪ publication of articles in *Bulletin 41-42* on: 1) the Agency's new programs; 2) the Agency and minority language communities (fall 2007).	▪ two articles in *Bulletin 41-42*
3.6 Internet site	
▪ posting of the *2006-2007 Status Report* on the Internet	▪ report posted online
▪ ongoing updating of the Internet site, in both official languages.	▪ Internet site is up to date and fully bilingual

4 Coordination and liaison

(Does not include funding – Internal coordination and liaison with other government institutions.)

Coordination activities (research, studies, meetings, etc.) carried out by the federal institution itself along with other federal institutions or other levels of government; participation in activities organized by other federal institutions, other levels of government, etc.; participation of official languages champions, national and regional coordinators, etc., in various government forums.

Expected result

Cooperation with multiple partners to enhance OLMC development and vitality, and to share best practices.

Indicators to measure the result achieved

- Networking and links are maintained with partners.
- The Agency's OLA accountability framework and its initiatives are shared with other federal partners.
- The complementary nature of the programs and services offered by each partner is better known and understood.
- Regional coordinators have a better understanding of the OLA, share best practices and contribute to the new action plan.

Activities carried out to achieve the expected result	**Outputs**
4.1 Official Languages Champion	
presentation of the Agency's accountability framework to the Network of Official Languages Champions	presentation - meeting
participation, as a member, in meetings of the board of directors of the Network of Official Languages Champions and to one of its subcommittees, to advance the Champion's role	meetings - Champion's action plan - Champion's accountability framework
coordination of the drafting of the Agency's 2008-2010 action plan for official languages (section 41, Part VII) and contribution to its content.	meetings – discussions - comments

Activities carried out to achieve the expected result	Outputs
4.2 National coordinator	
▪ leadership of a network of practice comprising regional and local coordinators, through conference calls and e-mails	▪ three conference calls - 12 participants per call - various documents transmitted
▪ presentation of relevant information at forums and activities organized by federal partners.	▪ presentations - meetings
4.3 Regional coordinators	
▪ sustained cooperation with Services Canada on initiatives, programs and relations with OLMCs	▪ meetings
▪ regular dialogue between the Agency and the Department of Fisheries and Oceans on the status of the fisheries sector on the Basse-Côte-Nord, which represents the main economic activity of OLMCs in this region	▪ two formal meetings - four informal meetings
▪ participation in economic development coordination committees run by the Quebec *ministère du Développement économique, de l'Innovation et de l'Exportation* (MDEIE) for Basse-Côte-Nord communities, dealing with tourism development and fisheries and aquaculture.	▪ two committees - meetings - various documents
4.4 Agency's coordinators network	
▪ ongoing information exchange between the Agency's national coordinator and regional coordinators responsible for implementation of section 41 of the OLA	▪ information exchange - distribution of information
▪ with a view to drawing up the Agency's new 2008-2010 action plan, the network prepared a list of promising projects by region and an analysis of data concerning projects already being supported by the Agency with reference to the OLA.	▪ list of projects - analysis
4.5 Regional Councils of Senior Federal Officials	
▪ continuation of the work of the Interdepartmental Official Languages Committee as planned in its 2007-2009 action plan	▪ meetings

Continued on page 17

Activities carried out to achieve the expected result	Outputs
4.5 Regional Councils of Senior Federal Officials (continued)	
presentation of the *Communications Plan for Official Languages* to senior executive members of the QFC in order to promote official languages	*Communications Plan for official languages*
re-launch of an interdepartmental official languages network in order to play an influential role and act as a disseminator of information and permit the exchange of best practices among all federal departments and agencies in Quebec.	network
4.6 Cooperation between the Agency and other federal institutions	
ongoing cooperation with various federal bodies to expand the service offering with regard to OLMCs and offer a one-stop shopping service	network of federal partners
discussions and dialogue with IC and other regional economic development organizations in order to permit and support the implementation of projects in regard to OLMCs	horizontal initiatives
participation in the Forum on Official Languages Best Practices (November 29, 2007)	meeting - sharing of best practices
participation in the IC working group on data analysis	meetings - data exchange - report
meetings with regional development agencies and with OLMC representatives with a view to cooperating on the drafting of the next action plan	meetings - 2008-2010 action plan
participation in meetings of Assistant Deputy Ministers on official languages.	15 meetings - work on the Memorandum to Cabinet

Activities carried out to achieve the expected result	Outputs
4.7 Cooperation between the Agency and other levels of government	
▪ cooperation with the Government of Quebec's working group (comprising the regional directorates of the *ministère des Affaires municipales et des Régions*, the MDEIE, the *ministère des Transports, Emploi-Québec*, the *ministère de la Culture, des Communications et de la Condition féminine*, the *ministère des Ressources naturelles et de la Faune*, and the *Conférence régionale des élus*) for the establishment of a fund to support development of the Basse-Côte-Nord.	▪ meetings
4.8 Cooperation with Canadian Heritage	
▪ participation in meetings of section 41 national and regional coordinators organized by PCH	▪ three meetings - network of federal partners
▪ participation in the Interdepartmental Policy Committee of the Official Languages Secretariat	▪ meeting
▪ participation in meetings concerning the renewal of the federal Action Plan for Official Languages bringing together the other regional development agencies, FedNor and IC.	▪ meetings - joint proposal
4.9 Collaboration in research and joint studies	
▪ N/A	
4.10 Cooperation between the Agency and local and regional development organizations	
▪ presentation to CFDCs and BDCs concerning their contractual obligations with respect to language.	▪ two presentations - 62 participants

5 Funding and program delivery

Implementation of the federal institution's programs and delivery of its services; funding of OLMC projects by the Agency alone or in cooperation with other federal institutions; inclusion of the needs of OLMCs in the delivery of the federal institution's programs and services.

Expected result

OLMCs are part of the Agency's regular clientele and they have adequate access to its programs and services; OLMC needs (e.g. check geographic dispersal, development opportunities) are taken into account.

Indicators to measure the result achieved

- Inclusion of OLMCs among the Agency's regular promoters.
- Adequate access to Agency programs and services.

Activities carried out to achieve the expected result	Outputs
5.1 Funding of and participation in OLMC projects	
as at March 31, 2008, the Agency had 64 current projects, a support for OLMC development, representing total assistance of $20 million and an investment value of $65 million	64 current projects – $20 million in assistance
in 2007-2008, the Agency approved 23 new projects from Anglophone promoters; total assistance amounted to more than $3.4 million.	23 new projects – $3.4 million in assistance
5.2 Targeted funding	
N/A	
5.3 Partnerships and agreements with other government institutions	
in cooperation with IC, the Agency took part in the renewal of the project to support and supervise internships for young Anglophones in enterprises in several Quebec regions.	20 internships, with 11 trainees kept on by the employer

Activities carried out to achieve the expected result	Outputs
5.4 Assistance for OLMCs	
▪ monitoring of trends in projects under development and projects being implemented	▪ monitoring
▪ guidance of CEDECs in project development	▪ OLMC projects
▪ 123 organizations funded by the Agency undertook to provide their products and services in both official languages.	▪ clauses in agreements
5.5 Program delivery	
▪ transmittal of information to OLMC members on applying for financial support and eligibility criteria for the various programs.	▪ correspondence

6 Accountability

Activities through which the federal institution integrates its implementation of section 41 of the OLA into departmental planning and accountability mechanisms (e.g. Report on Plans and Priorities, Departmental Performance Report, departmental business plan, status report on implementation of section 41 of the OLA, etc.; evaluations and internal audits of programs and services; regular review of programs and services as well as policies by senior managers of the federal institution to ensure implementation of section 41 of the OLA.

Expected result

Full integration of the OLMC perspective and OLA section 41 into Agency policies, programs and services; the reporting structure, internal evaluations and policy reviews determine how better to integrate OLMCs' perspective.

Indicators to measure the result achieved

- OLMCs' concerns and needs are reflected in the Agency's new action plan.
- PCH guidelines are followed.
- Operations managers are aware of their accountability with respect to section 41 of the OLA.

Activities carried out to achieve the expected result	Outputs
6.1 Development of action plan	
development of the Agency's new 2008-2010 action plan	2008-2010 action plan
Performance Report Card from the Office of the Commissioner of Official Languages (OCOL) – participation in information meetings, provision of documents and evidence requested.	meetings - documents sent - new action plan
6.2 Drafting of status report	
production of the Agency's annual status report.	*2006-2007 Status Report*

Activities carried out to achieve the expected result	Outputs
6.3 Monitoring of progress	
▪ consultation with Legal Services by some of the Agency's business offices in order to include an OLA clause in files analysed.	▪ consultations - compliance with the Act
6.4 Evaluations and internal audits	
▪ active participation in evaluation of the government's 2002-2007 Action Plan for Official Languages	▪ meetings - evaluation
▪ within the framework of the evaluation of the Community Futures Program (CFP), the Agency seeks to find out the extent to which CFDCs, BDCs and Community Economic Development Corporations are serving Anglophone promoters	▪ evaluation of CFP under way
▪ within the framework of the measures the Agency took in the wake of the OCOL report (March 2005), an audit (Phase II) was performed in October and November 2007 of four BDCs and two CFDCs (distinct from the BDCs and CFDCs audited in Phase I) to verify the delivery of services in English.	▪ audit report
6.5 Integration into planning and reporting processes	
▪ N/A	
6.6 Agency Executive Committee	
▪ N/A	
6.7 Complaints	
▪ no complaints received.	

List of acronyms

BDC	Business Development Centre
CEDEC	Community Economic Development and Employability Committee
CFDC	Community Futures Development Corporation
CFP	Community Futures Program
IC	Industry Canada
MDEIE	*Ministère du Développement économique, de l'Innovation et de l'Exportation*
NHRDC	National Human Resources Development Committee for the English Linguistic Minority
OCOL	Office of the Commissioner of Official Languages
OL	Official languages
OLA	*Official Languages Act*
OLMC	Official language minority communities
PCH	Canadian Heritage
QCGN	Quebec Community Groups Network
QFC	Quebec Federal Council
YES	Youth Employment Services